



## OFFICE OF INJURED EMPLOYEE COUNSEL

### Austin Central Office (Metro)

7551 Metro Center Drive, Suite 100, Austin, Texas 78744  
(512) 804-4170 | F: (512) 804-4181 | [oiec.texas.gov](http://oiec.texas.gov) | @OIEC

*The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to staff in the application area.*

#### Veteran's Preference:

**To receive veterans' preference, applicants must provide at least one the following documents with their State of Texas Application:**

- a copy of the DD 214, member #4;
- a statement of compensation from the Veterans Benefits Administration; or
- a copy of the DD 1300.

Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following:

27, 250X, LGL10, 04, 44, 51

Additional Military Crosswalk information can be accessed at:

[http://www.hr.sao.state.tx.us/compensation/MilitaryCrosswalk/MOSC\\_Legal.pdf](http://www.hr.sao.state.tx.us/compensation/MilitaryCrosswalk/MOSC_Legal.pdf)

### Current Opportunity: Ombudsman Associate

Reposted & Amended (9/29/16), Amended (10/14/16) Internal/External – OIEC Employees and the General Public

The Ombudsman Associate performs workers' compensation claims work and is responsible for assisting, educating, and advocating for injured workers throughout the dispute resolution process. Work involves reviewing claims for benefits, studying case histories, gathering and evaluating information including medical records, reporting and referring complaints, and referring for financial assistance and other appropriate services. Assists injured workers in completing forms; and tracks and provides information on claim status, as appropriate.

#### This position:

- assists in proceedings under the observation of a mentor;
- contacts injured workers to explain Ombudsman services including rights and responsibilities to the injured worker;
- responds to complaints and questions;
- assists with referrals to social agencies;
- contacts insurance carriers and medical providers to identify and resolve disputes;
- documents all customer contact in the mainframe system;
- answers general customer service calls;
- prepares injured workers for proceedings through education about the workers' compensation process and provisions of pertinent law and rules;
- explores alternatives for resolution of disputes;
- assists with obtaining supporting documentation; and
- initiates follow-up contacts about the results of proceedings.

**Qualifications:**

Graduation from an accredited four-year college or university. Education and experience relevant to position requirements may be substituted for one another on a year-for-year basis.

**Additionally, this position requires:**

- one year full-time experience in claims management, insurance, healthcare, social work, or workers' compensation.

**This position requires demonstrated knowledge of:**

- medical terminology, rehabilitation, and people with disabilities.

**This position requires demonstrated skill in:**

- assisting the public;
- handling and solving problems;
- report writing and records maintenance principles and practices;
- interpreting and explaining laws and regulations;
- data entry and retrieval;
- use of software applications, including Microsoft Word and Excel; and
- use of correct grammar, punctuation and spelling.

**This position requires the demonstrated ability to:**

- manage multiple, competing priorities;
- establish and maintain effective working relationships with a variety of individuals and groups; and
- communicate effectively both verbally and in writing with all levels of employees and the public.

**Employees must successfully complete the Ombudsman Associate Training Program and obtain and maintain a workers' compensation adjuster's license. Upon successful completion of the training program and the qualifications criteria, employees will become an Ombudsman I at a monthly salary of \$3,363.02 (Pay Group B17) and perform the following duties:**

---

The Ombudsman I position includes essential job functions described above and additionally provides assistance in filing claims; tracks and provides information on claim status; assists unrepresented injured worker with benefit review conferences, hearings and appeals; investigates complaints; and provides assistance in understanding the Texas Workers' Compensation Act.

**The Ombudsman I:**

- assists in proceedings independently;
- participates in hearings and benefit review conferences; assists injured workers with presenting their case and ensuring they are afforded the opportunity to resolve all issues; explores avenues for resolving disputes and ensures injured employees understand the provisions of the agreements; and
- prepares injured employees for proceedings by educating them on ombudsman assistance, administrative proceedings, and provisions of pertinent law and rules.

Travel is required for this position and is an essential function of the job.

**Driving records** will be checked on all final candidate(s) for all positions that require driving in order to carry out essential job functions and to ensure candidate(s) meet(s) the fully qualified driving status as defined by the agency.

**Criminal background checks** will be conducted on all final candidates. An applicant who has been convicted of a criminal offense relevant to the position may be disqualified from employment.

Work Hours: Monday – Friday 8:00 am to 5:00 pm.

Apply by emailing a State of Texas Application to [OIECInbox@oiec.texas.gov](mailto:OIECInbox@oiec.texas.gov) or mailing to the address listed above.

**Job Details**

Opening Date:	08/24/2016
Functional Title:	Ombudsman Associate
Classification Title:	Associate Ombudsman (2 positions)
Status:	Reposted & Amended (9/29/16), Amended (10/14/16) Internal/External – OIEC Employees and the General Public
Application Deadline:	Until Filled
Pay Group:	B15
Monthly Salary:	\$3,188.78
Annual Salary:	\$38,265.36
Job Posting Number:	16-343
Location:	1108 West Pike Blvd., Weslaco, TX 78596 (Weslaco Office)
Travel Required:	25%